

On page 26 (last page), cancel lines 1-3 and substitute the following centered heading therefor:

--ABSTRACT OF THE DISCLOSURE--

On page 26, line 4, insert cancel "An" and substitute therefor --A method for incorporating functions of an automatic call distribution system into an interactive voice answering system wherein the--.

On page 26, line 4, cancel "(IVR)".

On page 26, line 5, cancel "(ACD)".

On page 26, line 5, cancel "such".

On page 26, line 5, cancel "a".

On page 26, line 6, cancel "(KE(X))".

On page 26, line 6, insert --such-- before "that".

On page 26, line 6, cancel "this communicates".

On page 26, line 6, cancel "(resa, resq)".

On page 26, line 7, cancel "(A)".

On page 26, line 7, cancel "(ACD)" and substitute therefor --is communicated--.

On page 26, line 7, cancel "a" and substitute therefor --the--.

On page 26, line 8, cancel "(A)".

On page 26, line 8, cancel "(KS)".

On page 26, line 9, cancel "(KE)".

On page 26, line 10, cancel "(AKE)".

On page 26, cancel line 11.

In the Claims:

On page 18, cancel line 1 and substitute therefor:

--We Claim As Our Invention--

Please cancel claims 1-18, without prejudice, and substitute the following claims therefor: